From:	Flock Safety Support
To:	Stephen Best
Cc:	libby.landers@flocksafety.com; Daniel Rios; Eligio Lara; Daniel Cohen; Stephen Best; Michael Balcorta
Subject:	RE: Damaged Flock Camera "024 WB Battles (east of Depot)"
Date:	Friday, March 1, 2024 7:08:52 AM

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

Good Morning,

Sounds great! I updated the team to move forward with scheduling a technician to respond. Once they do, you should receive a Daily Digest email advising you of the date. :)

Have a great Friday,
Katie

---------- Original Message ----------
From: Stephen Best [sbest@cityofsantamaria.org]
Sent: 2/29/2024, 5:07 PM
To: support@flocksafety.com
Cc: libby.landers@flocksafety.com; drios@cityofsantamaria.org; elara@cityofsantamaria.org; dcohen@cityofsantamaria.org; sbest@cityofsantamaria.org; jake.sherman@flocksafety.com; mbalcorta@cityofsantamaria.org
Subject: RE: Damaged Flock Camera "024 WB Battles (east of Depot)"

Yes, you have permission to replace the equipment.

The camera and solar panel are still on the pole.

Thank you!

Corporal Stephen L. Best

Santa Maria Police Department

1111 W. Betteravia Rd., Santa Maria, CA 93455

(805)928-3781 X2491

FAX 805-349-9239

sbest@ci.santa-maria.ca.us

sbest@cityofsantamaria.org

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From: Flock Safety Support <support@flocksafety.com>
Sent: Thursday, February 29, 2024 1:29 PM
To: Stephen Best <sbest@cityofsantamaria.org>
Cc: libby.landers@flocksafety.com; Daniel Rios <drios@cityofsantamaria.org>; Eligio Lara <elara@cityofsantamaria.org>; Daniel Cohen <dcohen@cityofsantamaria.org>; jake.sherman@flocksafety.com; Michael Balcorta <mbalcorta@cityofsantamaria.org>; Stephen Best <sbest@cityofsantamaria.org>
Subject: RE: Damaged Flock Camera "024 WB Battles (east of Depot)"

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

Good Afternoon,

I am sorry to learn of this unfortunate incident. I'm happy to help restore functionality to location 024 WB Battles (east of Depot). I have a couple of questions to ensure this process goes smoothly:

1. Here is a link to the reinstall fee schedule. Replacement/reinstallation of the solar panel will cost $350. Do we have permission to move forward with replacing the equipment? If yes, the invoice will be emailed to dcohen@cityofsantamaria.org upon reinstallation.
2. I will request that our Field Operations Team have the technician install the new solar panel higher on the pole to prevent this from happening again.
3. Please leave all equipment as it is. If any does get removed from the location, please confirm the address where we can pick up the equipment and if there is anything we should reference/someone we should ask for upon doing so; we understand that personnel availability changes frequently in a public safety setting, so we are happy to connect with administrative staff to obtain equipment if they have a more flexible schedule.

Thank you in advance for getting back to me.

Stay safe,
Katie

---------- Original Message ----------
From: Flock Safety Support [support@flocksafety.com]
Sent: 2/29/2024, 11:53 AM
To: sbest@cityofsantamaria.org
Cc: libby.landers@flocksafety.com; drios@cityofsantamaria.org; elara@cityofsantamaria.org; dcohen@cityofsantamaria.org; sbest@cityofsantamaria.org; jake.sherman@flocksafety.com; mbalcorta@cityofsantamaria.org
Subject: RE: Damaged Flock Camera "024 WB Battles (east of Depot)"

Hi there,

We have a member of our team who specializes in this, so I'm passing you over to them and you should hear back shortly.

Stay safe,

Rhianna

---------- Original Message ----------
From: Stephen Best [sbest@cityofsantamaria.org]
Sent: 2/29/2024, 11:52 AM
To: libby.landers@flocksafety.com; support@flocksafety.com; jake.sherman@flocksafety.com
Cc: drios@cityofsantamaria.org; elara@cityofsantamaria.org; dcohen@cityofsantamaria.org; sbest@cityofsantamaria.org; mbalcorta@cityofsantamaria.org
Subject: Damaged Flock Camera "024 WB Battles (east of Depot)"

Flock Safety,

Flock camera “024 WB Battles (east of Depot)” was struck by one of our trash trucks travelling on the roadway.

The camera is now pointing in the wrong direction and the solar panel appears damaged and mis-aligned.

Please schedule replacement/repair as soon as possible.

The camera’s location on the pole seems ok, but due to this incident, please raise the solar panel up several feet to prevent this from happening again.

Traffic Collision Report SMPD24-0003144

Thank you.

Corporal Stephen L. Best

Santa Maria Police Department

1111 W. Betteravia Rd., Santa Maria, CA 93455

(805)928-3781 X2491

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thread::lHnww410IbeZKBK-y1hdvA4::

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